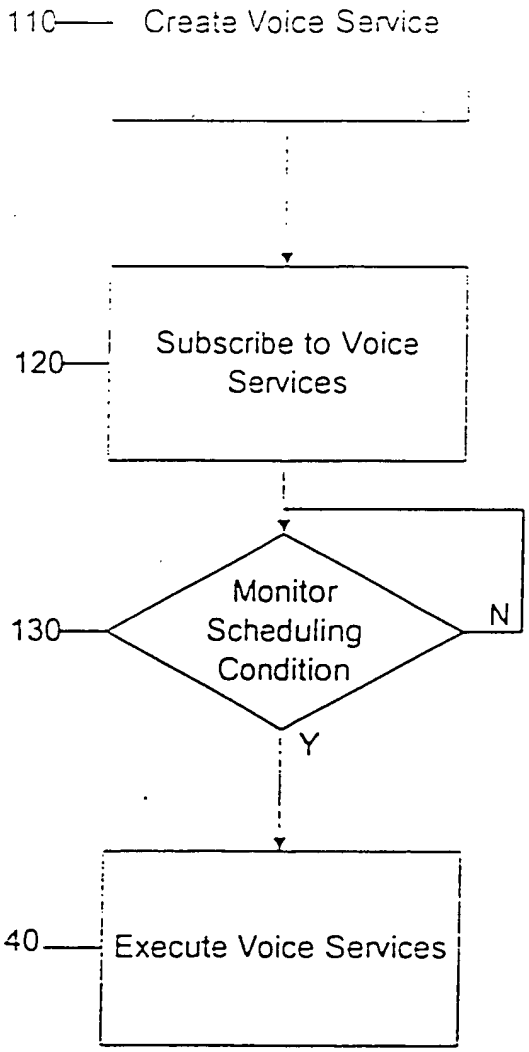
110
Create Voice Service
120
Subscribe to Voice Services
130
Monitor Scheduling Condition
N
Y
140
Execute Voice Services

Figure 1a

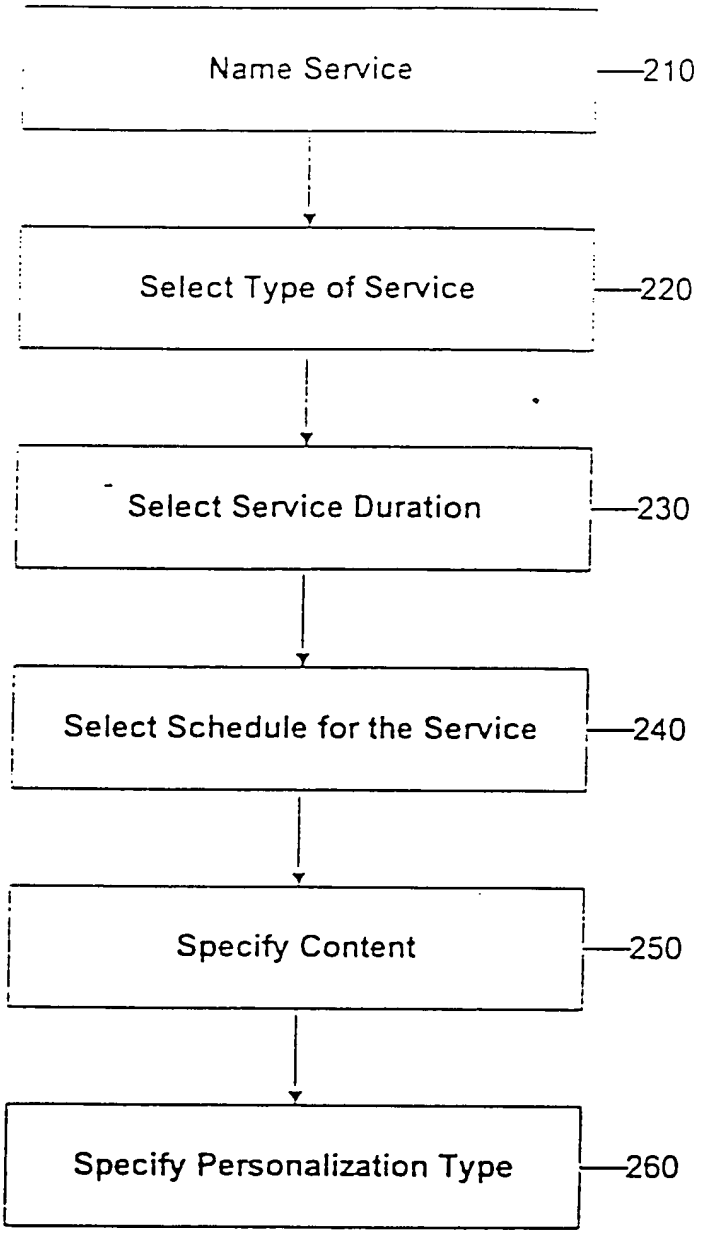
Name Service
210
Select Type of Service
220
Select Service Duration
230
Select Schedule for the Service
240
Specify Content
250
Specify Personalization Type
260

Figure 1b

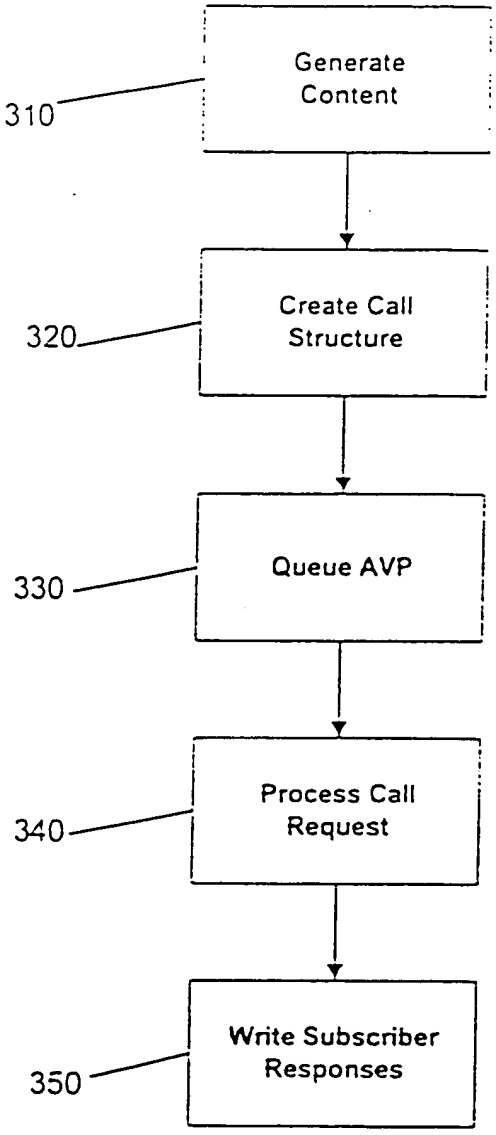
Generate Content
310
Create Call Structure
320
Queue AVP
330
Process Call Request
340
Write Subscriber Responses
350

FIGURE 1c

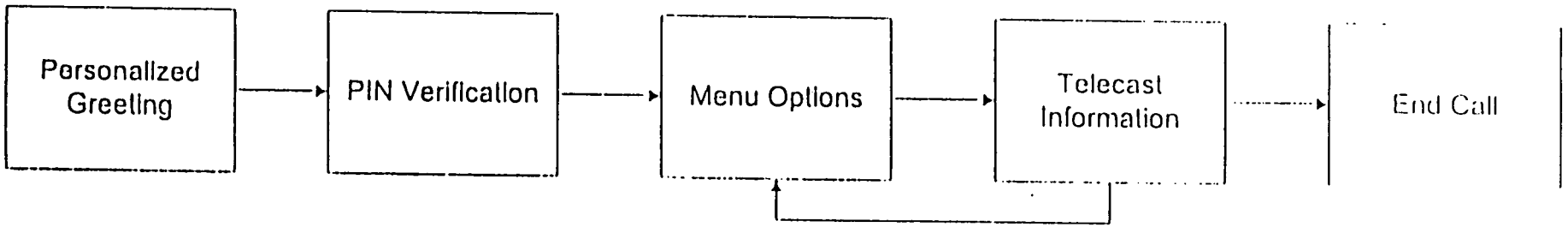
Personalized Greeting
PIN Verification
Menu Options
Telecast Information
End Call

FIGURE 2

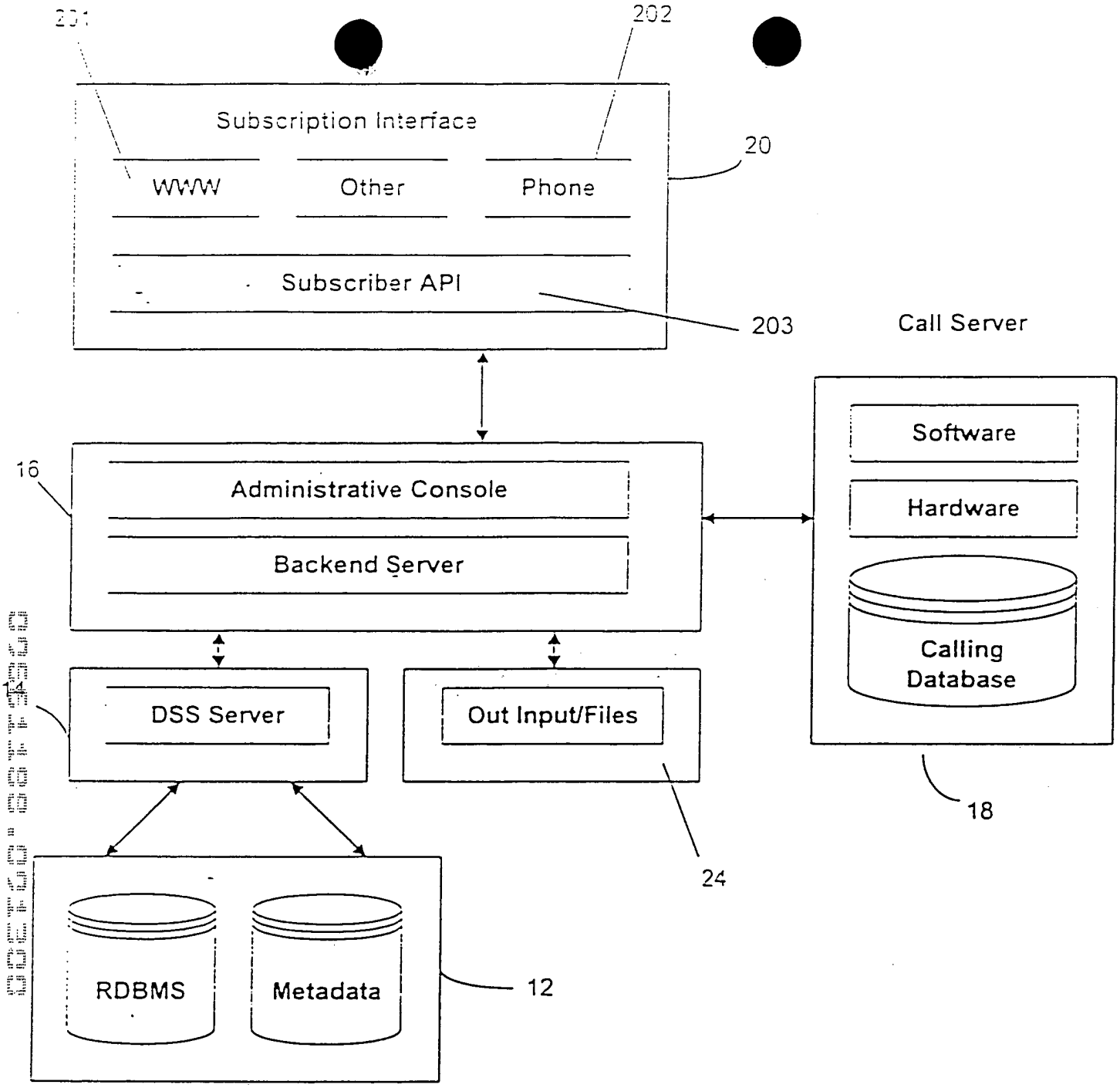
201
202
Subscription Interface
WWW
Other
Phone
20
Subscriber API
203
Call Server
Software
Hardware
Calling Database
16
Administrative Console
Backend Server
DSS Server
Out Input/Files
14
18
24
RDBMS
Metadata
12

FIGURE 3a

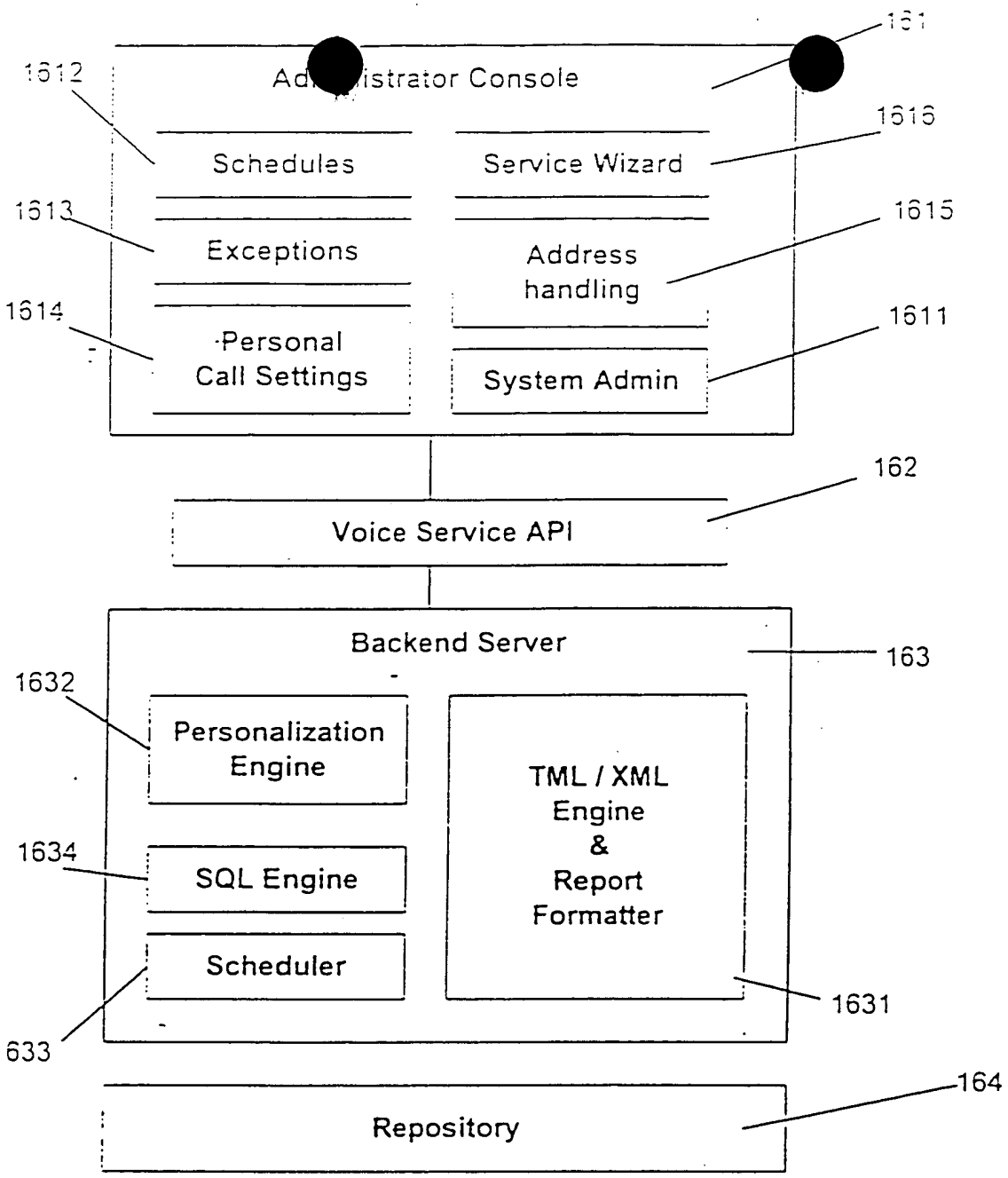
161
1612
Administrator Console
1616
Schedules
Service Wizard
1613
1615
Exceptions
Address handling
1614
1611
Personal Call Settings
System Admin
162
Voice Service API
Backend Server
163
1632
Personalization Engine
TML / XML Engine & Report Formatter
1634
SQL Engine
Scheduler
1631
633
164
Repository

FIGURE 3b

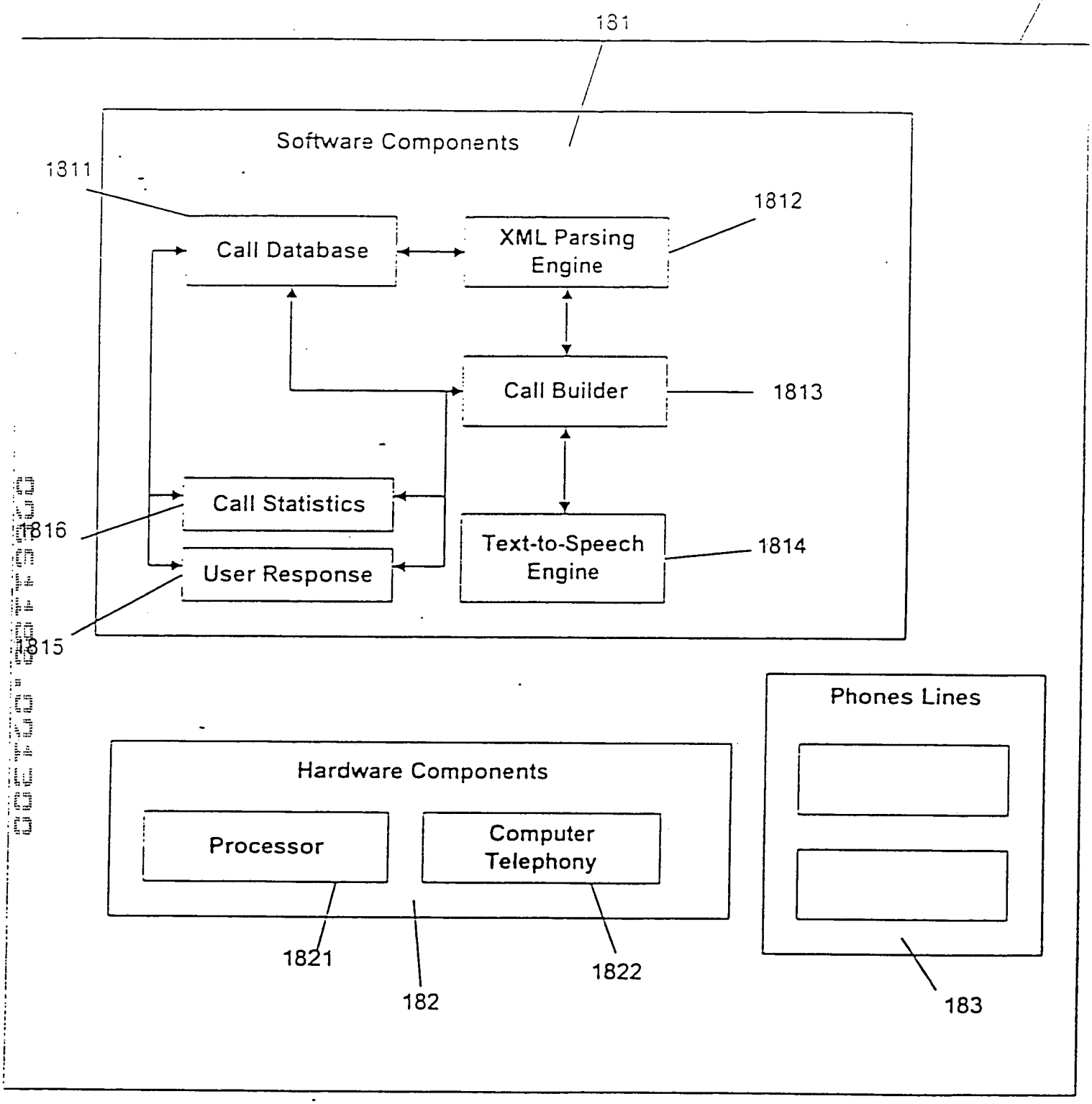
181
Software Components
1811
Call Database
1812
XML Parsing Engine
Call Builder
1813
Call Statistics
1816
User Response
1815
Text-to-Speech Engine
1814
Phones Lines
Hardware Components
Processor
Computer Telephony
1821
182
1822
183

FIGURE 3c

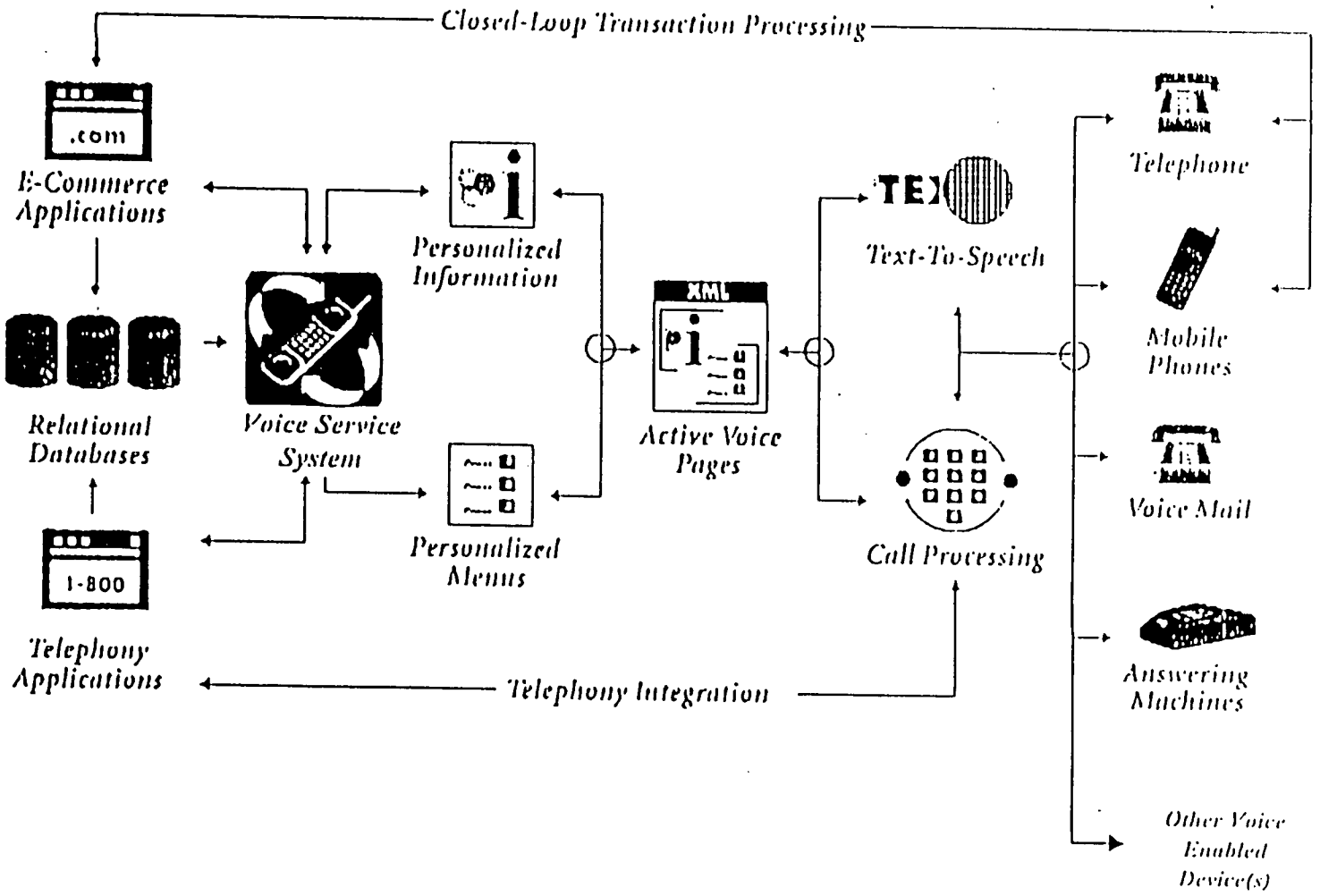
Closed-Loop Transaction Processing
.com
E-Commerce Applications
Relational Databases
1-800
Telephony Applications
Voice Service System
Personalized Information
Personalized Menus
XML
Active Voice Pages
TEXT
Text-To-Speech
Call Processing
Telephony Integration
Telephone
Mobile Phones
Voice Mail
Answering Machines
Other Voice Enabled Device(s)

Fig. 4

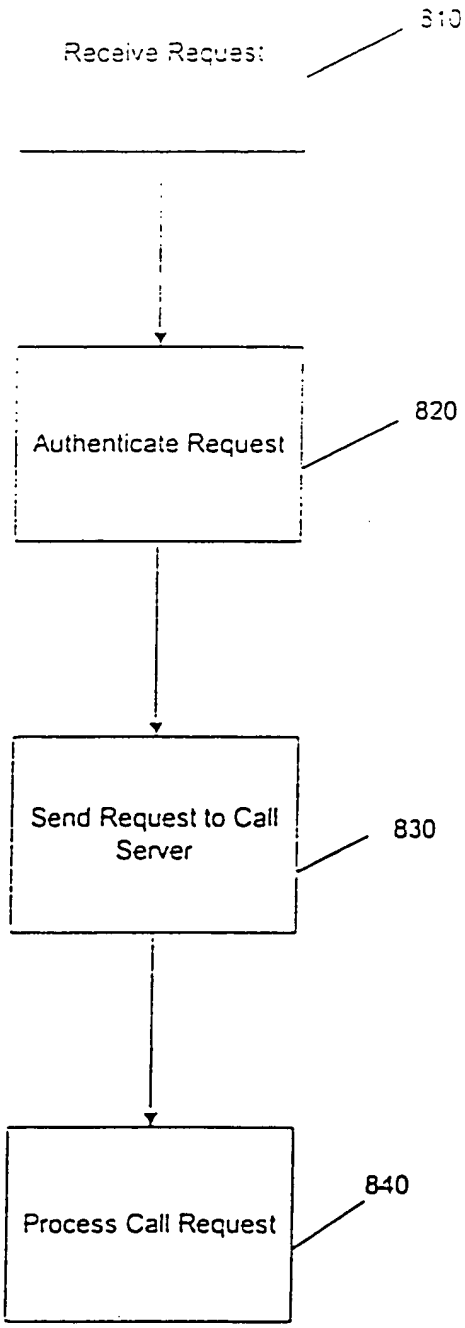
Receive Request
810
Authenticate Request
820
Send Request to Call Server
830
Process Call Request
840

FIGURE 5

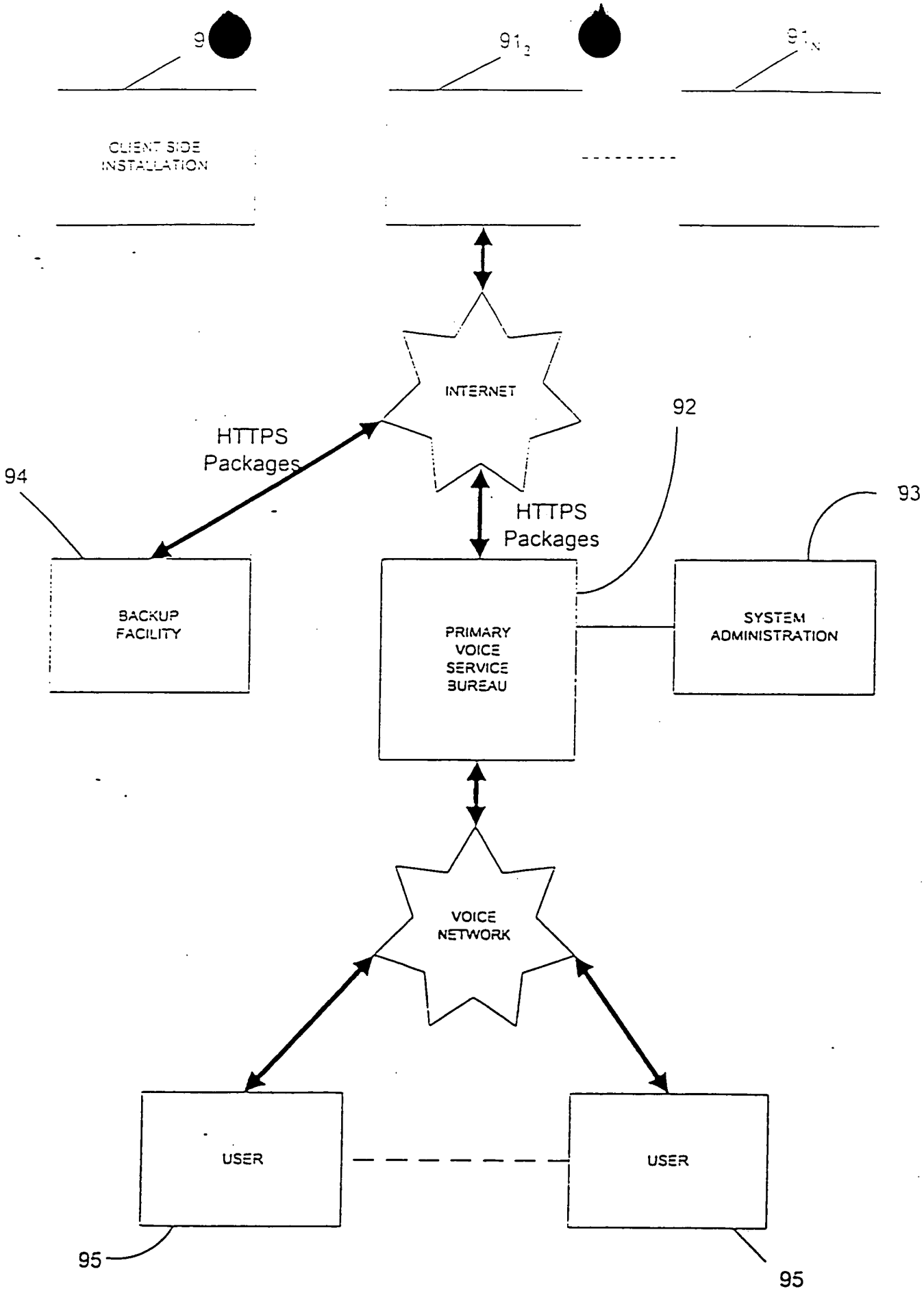
9
91_2
91_N
CLIENT SIDE INSTALLATION
INTERNET
HTTPS Packages
HTTPS Packages
92
93
94
BACKUP FACILITY
PRIMARY VOICE SERVICE BUREAU
SYSTEM ADMINISTRATION
VOICE NETWORK
USER
USER
95
95

FIGURE 6a

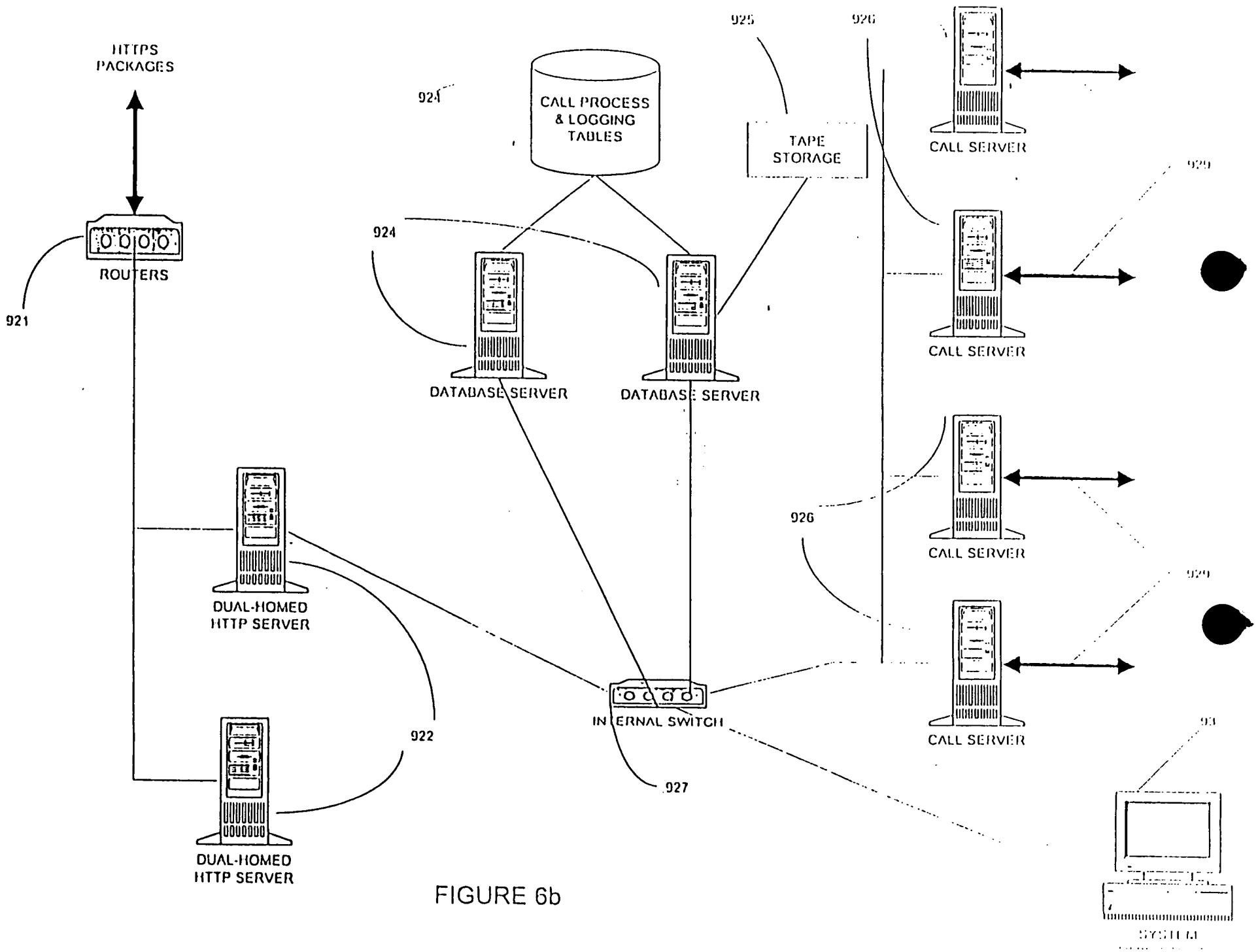
HTTPS
PACKAGES
ROUTERS
921
924
CALL PROCESS
& LOGGING
TABLES
925
TAPE
STORAGE
926
CALL SERVER
929
DATABASE SERVER
DATABASE SERVER
DUAL-HOMED
HTTP SERVER
922
INTERNAL SWITCH
927
DUAL-HOMED
HTTP SERVER

FIGURE 6b

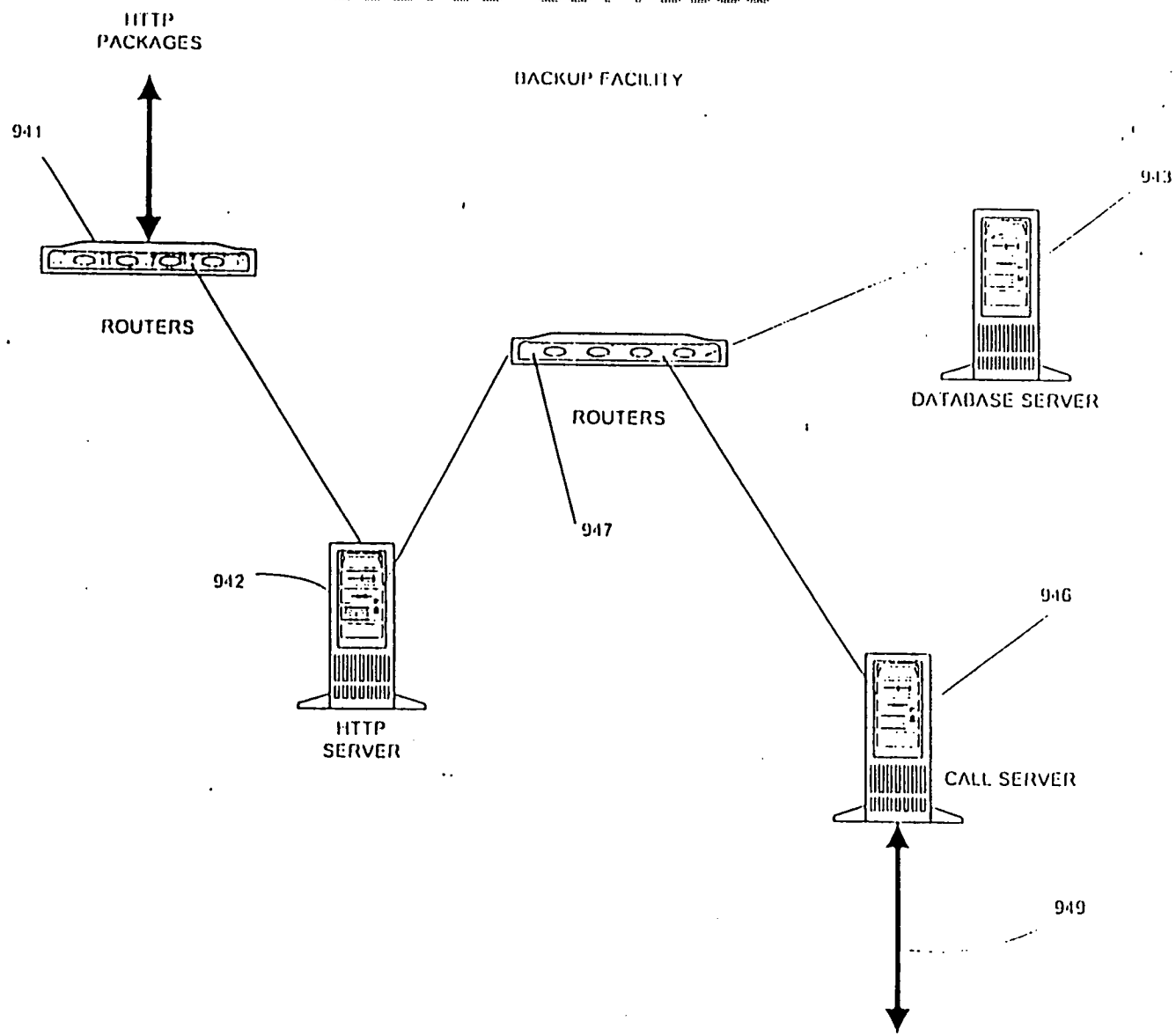
HTTP
PACKAGES
BACKUP FACILITY
941
943
ROUTERS
ROUTERS
DATABASE SERVER
947
942
946
HTTP
SERVER
CALL SERVER
949

FIGURE 6c

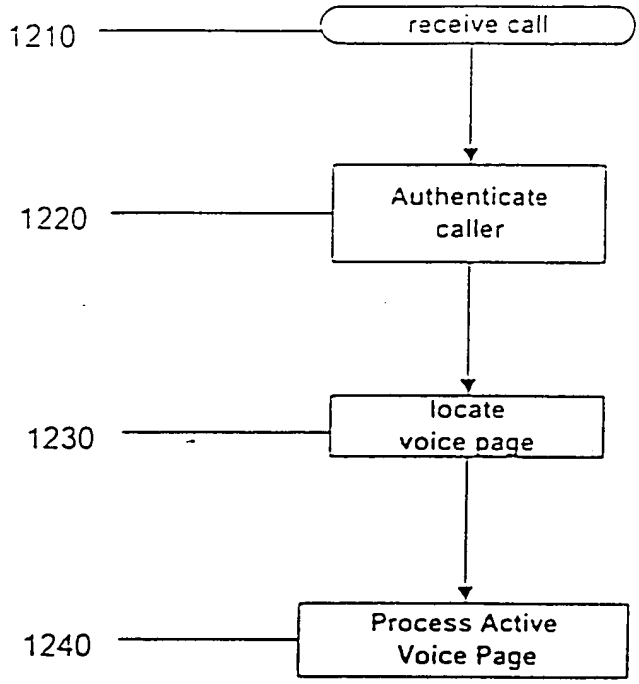
1210
receive call
1220
Authenticate caller
1230
locate voice page
1240
Process Active Voice Page

FIGURE 7

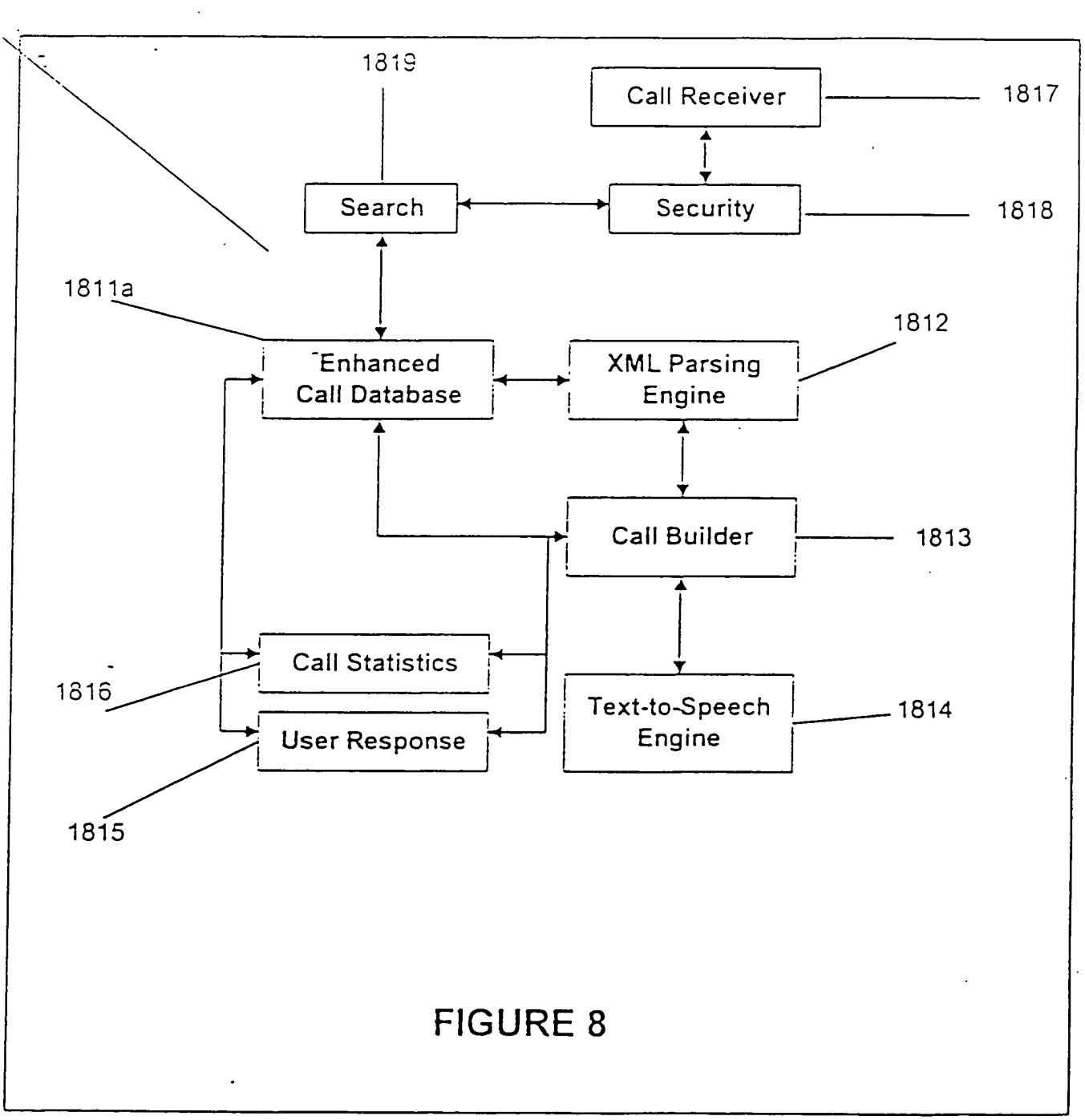
18a
1819
Call Receiver
1817
Search
Security
1818
1811a
1812
Enhanced Call Database
XML Parsing Engine
Call Builder
1813
Call Statistics
1816
Text-to-Speech Engine
1814
User Response
1815

FIGURE 8

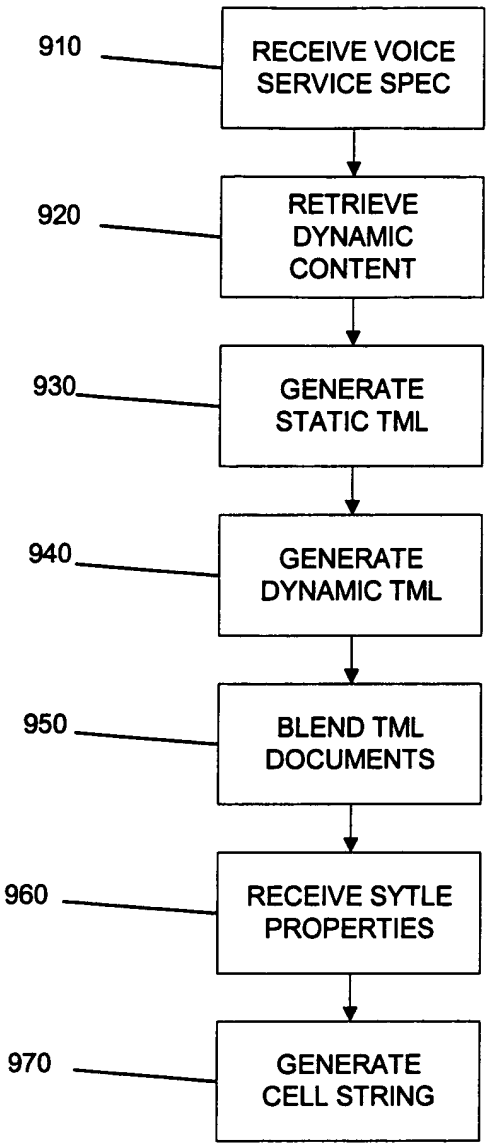
910
RECEIVE VOICE SERVICE SPEC
920
RETRIEVE DYNAMIC CONTENT
930
GENERATE STATIC TML
940
GENERATE DYNAMIC TML
950
BLEND TML DOCUMENTS
960
RECEIVE SYTLE PROPERTIES
970
GENERATE CELL STRING

FIGURE 9

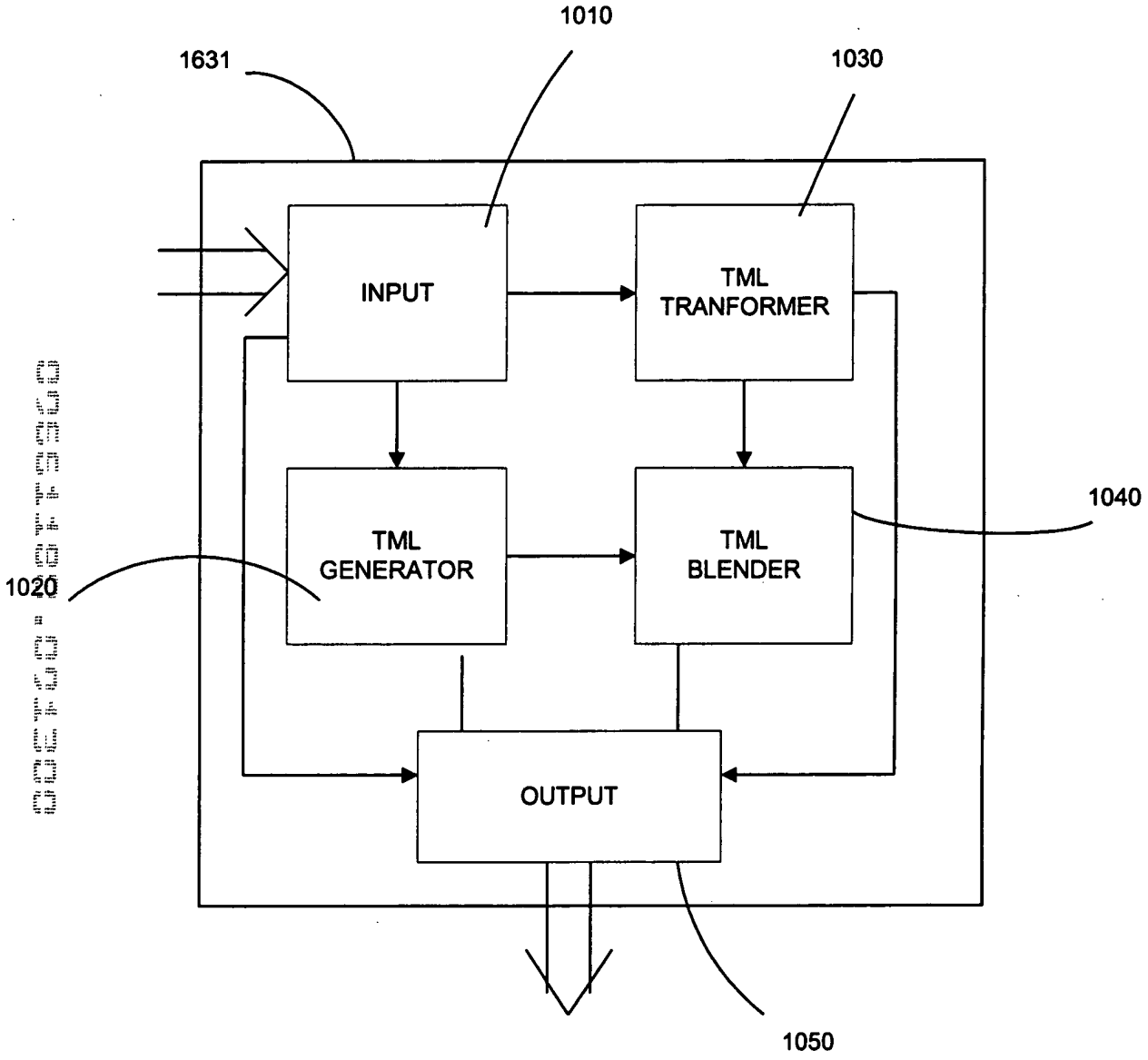
1010
1631
1030
INPUT
TML
TRANFORMER
TML
GENERATOR
TML
BLENDER
1040
1020
OUTPUT
1050

FIGURE 10